

**RELOCATION  
ASSISTANCE  
PROGRAM  
COUNSELOR  
GS-0102-07**

**FAMILY SERVICES  
CENTER**

**RAP/TAMP/INFORMATION AND REFERRAL COUNSELOR**  
**(GS-101-09)**  
102-07

**INTRODUCTION**

The primary purpose of this position is to serve as the Counselor/Instructor for the Relocation Assistance Program (RAP), General Life Skills and the Transition Assistance Management Program (TAMP).

**MAJOR DUTIES AND RESPONSIBILITIES**

Assists in implementation of the installation's RAP and TAMP providing a full range of services, benefits information and assistance to relocating and transitioning military personnel and their family members.

Performs data analysis, evaluates effectiveness of the services provided and reports program progress to RAP/TAMP Manager or the FSC director.

Assesses needs of relocating personnel and family members, determines services required, and develops a relocation plan tailored to individual members or family by identifying appropriate resources to meet specific needs. Incumbent interviews/counsels individuals/families to identify their goals, plans and needs. Researches and provides them with sufficient information from internal and external resources that will direct them to the appropriate service provider. The range of referral options include career options; financial assistance; continued education; assistance with housing and transportation needs associated with relocation.

Assists in the plan coordination/implementation of services, programs, and workshops which address relocation needs of personnel and their family members. For RAP, services/workshops/counseling are offered both during pre-departure (to prepare personnel/families for the next duty station) and upon arrival.

Assists in marketing and public relations program to ensure target population is informed of all RAP/TAMP/Life Policies, programs, services, and procedures.

Maintains updated automated information base on services available on installation and in the local community, to include both State and Federal, and maintains a current network of services and trends in the relocation and the transition industries, worldwide.

During less peak relocation/transition periods incumbent is engaged in proactive public relations efforts. The incumbent represents the interests of the population served by initiating contacts that establish conditions for cooperative relationships with other agencies, associations, businesses, educational institutions within and outside the immediate geographic parameters of the installation. These may include organization

such as: local employment agencies, State Departments of Health and Human Services, the Department of Veterans' Affairs, international human resources companies and corporate job placement services.

Coordinates the installations Relocation Assistance Coordinating Committee (RACC) including representatives from Housing Referral Office, Morale, Welfare, and Recreation, Personnel Support Detachment, Naval Hospital, etc.

Incumbent is central point of contact for the Exceptional Family Member (EFM) Program. Coordinating referrals and maintaining current information on internal and external community resources.

Analyze and evaluate on a quantitative basis the effectiveness of the training/counseling program in meeting established RAP/TAMP objectives.

Prepare required RAP/TAMP reports.

Assist in the designing, planning, and coordination of all FSC proactive or preventative programming. This involves assessing community needs on an ongoing basis and designing programming which will assist families in meeting the special challenges of military family life. These programs will address such areas of intra-family communication, relationships, parenting skills, family advocacy issues, including infant & toddler educational classes, coping with frequent moves, consumerism for the military lifestyle and personal family financial education. These programs will be offered as day time/evening time FSC programs as well as in the GMT format.

Perform other related duties as assigned.

## Factor 1. Knowledge Required by the Position

1. Experience in training, counseling, and education.
2. Understand military lifestyle and the objectives of family support programs.
3. Knowledge of interviewing techniques to assess the needs of clients and determine services/resources required.
4. Skill in counseling individuals concerning difficulties encountered in finding employment and assisting them in overcoming certain obstacles and barriers.
5. Knowledge of the techniques and principles to develop a variety of workshops involving relocation, transition, and career issues and interpersonal skills.
6. Ability to analyze program effectiveness through a variety of reports and study techniques, i.e., questionnaires.
7. Ability to communicate orally at briefings, professional conferences, and training workshops.
8. Knowledge of current military relocation and transition procedures.
9. Knowledge of the individual and the family within the Navy setting, their needs and expectations as a mobile work force living a mobile lifestyle.
10. Skill in stress management and ability to assist active duty personnel and family members reduce the inherent stress which accompanies a mobile lifestyle.
11. Ability to help mobilize resources to restore stability to Navy families during PCS moves, deployments, frequent TAD of a spouse and similar frustrating and ongoing occasions in the Navy mobile lifestyle.

## Factor 2. Supervisory Controls

The TAMP Manager sets the overall program objectives and provides available resources. He/she collaborates in developing deadlines and approaches to unusual or particularly sensitive programs and/or case problems.

Work is planned and carried out independently and under normal supervision. The incumbent selects the most appropriate techniques and methods to accomplish the work, advises the superior when unexpected problems or controversial issues arise and proposes the method and approach to resolving them.

Work completed is reviewed by the supervisor or higher authority in terms of technical content and conformity to current policies and requirements within established target dates.

### Factor 3. Guidelines

The incumbent is guided by all applicable Department of Defense directives, established Navy policies, and the manager's guidelines. The duties of this position will require innovation and judgement in the application of program guidelines.

The incumbent exercises judgement in: interpreting, adopting, or extrapolating from existing guidelines to decide on a specific course of action.

### Factor 4. Complexity

Performs complete assignments requiring use of a variety of analytical and other techniques to resolve problems complicated by the need to consider various options, analyze, and recommend the best course of action among available alternatives.

Selects a course of action based on the facts, issues and objectives. Determines appropriate counseling and instructing technique to assist transitioning/relocating military personnel and their families.

Considers many interrelated facts and selects the most appropriate principles and precedents for making recommendations, conclusions or decisions. Standard analytical techniques are modified somewhat to deal with specific situations.

### Factor 5. Scope and Effect

The purpose of the work is to resolve or prevent a variety of problems which affect service members and their families transitioning to a new community and to do effective career planning and relocation upon separation or retirement. The success of these programs affect individual relationships, career direction or have a general affect on the moral of separating Navy members and their families.

### Factor 6. Personal Contacts

Contacts include military/civilian employees of the Navy and their families, DoD, other services, various civilian agencies, accompanied by private sector contacts.

#### Factor 7. Purpose of Contacts

The purpose of personal contacts is to maintain a continuous exchange of information relating to successful relocation and transition procedures. Additionally, personal contacts will be utilized to reinforce a solid base of acceptance/support necessary to achieve program objectives.

#### Factor 8. Physical Demands

The work is mostly sedentary, however, some walking and bending is necessary. Travel is required to attend conferences and training workshops.

#### Factor 9. Work Environment

The work is performed in an office environment.